

ITCD Strategic Plan Overview

Vision

Deliver reliable, innovative, and respected IT solutions.

Mission

Provide quality IT products and services, enabling Headquarters customers to accomplish NASA missions.

ITCD Strategic Goals

Goal 1

Enhance technical capabilities to provide the highest quality of work products and excellent customer service.

Objective 1.1

- Deliver products and services quickly and efficiently to customers.

Objective 1.2

- Develop new technologies to increase customer productivity.

Objective 1.3

- Develop tools to provide up-to-date information regarding operational status and project developments.

Objective 1.4

- Manage changes in IT services in a way that minimizes disruption and ensures continuity of operations.

Goal 2

Further position ITCD as a trusted partner by developing, maintaining, and strengthening relationships with customers and stakeholders.

Objective 2.1

- Utilize Headquarters IT governance processes to fully engage stakeholders.

Objective 2.2

- Formalize process for obtaining, analyzing, and implementing customer feedback.

Objective 2.3

- Enhance communication and outreach.

Goal 3

Align with, support, and influence Agency IT direction, policies, and initiatives.

Objective 3.1

- Implement the IT Infrastructure Integration Program (I3P) at Headquarters by maintaining transparency and effectively managing disruption.

Objective 3.2

- Influence and support Agency decisions and initiatives to ensure that Headquarters' needs and perspectives are represented.

Objective 3.3

- Monitor Headquarters IT and communications policies to ensure that they are current and aligned with Agency policies.

Goal 4

Develop and retain a highly skilled and engaged workforce that can successfully meet current and future challenges.

Objective 4.1

- Strengthen workforce technical skills and competencies.

Objective 4.2

- Ensure equitable distribution of work within ITCD.

Objective 4.3

- Provide growth opportunities for staff.

Objective 4.4

- Recognize employee contributions.

Objective 4.5

- Enhance employee engagement through focus on internal communications and team building.